

December 2014

The Eugene Police Department received 40 commendations from citizens in December, 2014. Below is a sample of those commendations.

- A citizen wrote a letter, expressing his appreciation of two officers for their assistance during recent events where the citizen's car and belongings were stolen in the downtown area and then later retrieved. The citizen commented, "The reason for this note is to acknowledge help I received and thank everyone involved in getting my car back to me." The citizen also stated that he was "extremely grateful" and "impressed by the way it was handled."
- A citizen commended and thanked an officer for their assistance regarding a situation with her son. The citizen commented, "Your approach was thoughtful and appropriate. I felt supported when, clearly, I would have preferred never to have had to call EPD." The citizen also showed her gratitude to the officer by stating, "I hold you in high esteem and appreciated your input, candor and the way that you conversed with (son's name) when you were here."
- A citizen called the Auditor's office recently to thank the Eugene Police Department for everything that they do. The citizen stated, "You guys are appreciated and don't let anybody tell you otherwise."
- An officer was commended for his actions in assisting an elderly lady change a tire on her disabled vehicle located on the Beltline recently. The citizen gave her thanks and appreciation for what the officer did and commented, "What an awesome thing that was." The citizen described the officer as "chivalrous" and stated, "Some officers are just so special and this just really made him stand out to me."
- An officer was commended by a citizen for their response to the motor vehicle accident they were involved in. The citizen commented that the officer "was so professional, compassionate and comforting. I want to say thank you to him, and make sure his department knows how valuable he is to the community and your staff."
- A citizen that was recently part of a fall injury incident called in to commend the 9-1-1 call-taker. The citizen very much appreciated the service provided when she called 9-1-

The citizen commended the call-taker for staying on the phone and keeping her calm while the citizen provided aid to the patient.

- A citizen commended an officer for their response to a recent dispute incident. After the officer's response, the citizen emailed him to acknowledge his notable professionalism and handling of the incident. The citizen wrote "I wanted to say thanks for taking time to chat with me a bit at Fred Meyer today. You were very kind, thoughtful and patient, a very credit to your position as police officer. Just know there are some of us who appreciate what you do each day."
- Officers were commended by a citizen for their professionalism and the excellent job they did during a recent welfare check that led to the discovery of a stolen vehicle. The citizen was very impressed by all of the involved officers and stated, "These are very professional, very good police officers." The citizen also commented that they displayed the "epitome of professionalism."
- Two officers were commended for the way they handled a recent family dispute. The citizen wrote to thank the officers for all that they did that night. The citizen commented, "They went above and beyond, talked with our son regarding the incident and handled the situation... Thank you."
- A citizen commended an officer for his actions when he witnessed another citizen's vehicle broken down recently on River Road. Upon identifying that the citizen's vehicle was disabled, the officer pulled his Patrol vehicle behind the citizen's to ensure their safety and then proceeded to help the citizen push his vehicle for two blocks into the mechanic's parking lot. The citizen stated that the officer was "super nice" and had a "smile on his face". The citizen also commented that the "customer was stunned" of the actions by the officer.
- Officers were commended for the way they handled a report of a dispute that transpired in the downtown area recently. The scene had the attention of the citizen, due to the shouting and obscenities that were occurring during the dispute. The citizen stated, "The purpose of my report is to remind and relay to you, my appreciation for the superior, capable, professional way our police department carries out their business. In a time of reported police brutality, hostility from the public toward the profession in general, we in

Eugene are blessed with a department that conducts business in a low profile 'public safety' first, manner."

- Officers were commended for the way they handled two highly intoxicated individuals in the downtown area. The citizen stated, "All three officers showed extraordinary poise, professionalism and patience while these two individuals directed profane, dehumanizing and vitreous language directed at the officers."
- An officer was commended by a citizen for their response regarding a deceased subject. The citizen, whom was a relative of the deceased subject, thanked the officer for being understanding and helpful during a difficult time.
- A citizen submitted a commendation to the police department and stated, "I do appreciate the police officers and sacrifices they make for our safety." The citizen felt that there was some negative feedback towards the department's officers and felt it was unwarranted.
- An officer was commended and thanked by a citizen for the recent experience they had during a ride along with the Patrol Officer. The citizen stated, "Before yesterday I had limited knowledge of the Eugene Police Department and your individual roles and responsibilities. I most definitely had no idea how much data entry is involved in your position. Thank you again for providing me with such an amazing and information-rich opportunity; the EPD is very lucky to have you."
- A citizen commended an officer for their actions in the recovery of the citizen's stolen vehicle. In the citizen's thank you note, the citizen stated that the officer "waited by the car forty-five minutes until we could be contacted." The citizen was also very pleased with the officer's display of courtesy and professionalism during their interaction with him.
- The Chief of Police of the Salem Police Department commended an officer for their time and effort that was spent with the Salem's Blue Ribbon Task Force. The Chief commented, "Her knowledge of the Eugene project was invaluable and she relayed the information to the Task Force in a manner they could process and understand."

- A citizen commended officers on their response to a call for loose dogs in their neighborhood. The citizen commented, "I just want to tell how impressed I am with you. I called your office this morning to report two large dogs loose on Barger Dr. It wasn't ten minutes before your animal control officer was on the scene. I was so surprised with the response time. Good job!"
- An officer was commended by a citizen for the recent ride along experience they had. The citizen stated, "I had a GREAT ride along this weekend! (Officer's name) was wonderful to work with. Very professional, very respectful, and I really appreciate the opportunity!"
- A citizen commended officers for their caring and professionalism during a recent dispute call at their friend's home, where the spouse suffered from severe dementia. The officers indicated what the normal response would be in the situation, but due to the extenuating circumstances, found an option to foster the well-being of their friend. The citizen thanked the officers by stating, "Thank you very much for your caring and professional handling of the incident...I deeply appreciate your attitudes in a difficult situation."

November 2014

The Eugene Police Department received 22 commendations from citizens in November, 2014. Below is a sample of those commendations.

- A citizen commended officers for their help in locating her husband. The citizen's husband suffers from Lewy Body Dementia and went missing one evening. The citizen's husband was later found, without any harm. The citizen commented, "You were able to convey a sense of calm and kept reassuring us that he would be found." The citizen also stated, "Please extend our heartfelt thanks to those involved in his rescue, including the Eugene Police Department..."
- Officers were commended for their professional response during a death investigation. The citizen thanked the officers for their "compassionate way of responding" to what ended up in the discovery of the citizen's husband's passing. The citizen stated, "Your help and guidance made a huge difference. I am so grateful you were there."

- A citizen commended and thanked an officer for their “time and the concern” on placing a missing person report on their son. The citizen was thankful for the officer’s visit to their home. The citizen was also grateful of the officer’s assistance and felt that it put her mind at ease in knowing that she would have help in finding her son. Once the citizen’s son was located, the officer called and let her know that her son was okay. The citizen stated, “We are so appreciative of your assistance and the police department’s communication that helped identify him.”
- A citizen commended the Eugene Bomb Squad for participating with Jerry's on October 4, 2014. Children and parents were hosted to an informative day where each got to interact with the Police Department. The citizen commented that the Eugene Bomb Squad “made a difference”, with more than 600 children attending. The citizen stated, “The event was a huge success in regards to the comments I and others received that day. The Bomb Squad is always a huge hit and the robot is fascinating.” The families and children that attended were delighted.
- Officers were commended by a citizen for their kindness and professionalism while on duty over the last year, while warning and citing the complainant for illegal camping. The citizen stated, "It's a hard job and I appreciate knowing that those kind of men (and women) are out here protecting us all every day. Thank You."
- A citizen commended officers for their presentation to Bethel School District staff for the A.L.I.C.E. Training on October 10, 2014. The citizen stated, “It was a very difficult group they were dealing with, due to the various labor concerns from the school staff, school administration, and union officials, and they handled it all admirably.” The officers provided a great base for all of the information and were the consummate subject matter experts. The citizen also commented, “I thought both speakers were very well received by the audience. I was impressed also with the organization of the training, dealing with nearly 600 staff members to be trained during the course of the day!”
- An officer was commended from the father of a rape victim. The father was extremely grateful of the officer’s efforts in caring for his daughter. The citizen described the officer as showing "great compassion" for his daughter.
- Members of the Lane County Poverty and Homelessness Board commended an officer who provided a homeless veteran, whom they serve in their program, a new pair of boots

suitable for the upcoming winter weather. The homeless veteran currently only had flip-flops for footwear. The citizen thanked the officer for their extreme generosity.

- A citizen commended an officer for his professionalism during a recent ride along. The citizen commented that the officer was “extremely professional, personable, and all around an exemplary officer.” The citizen was more than satisfied that they were able to interact with several officers that night, stating that “all the officers I interacted with were very professional.” The citizen was also impressed with the officer’s “depth of knowledge, professionalism, and the thoroughness of his DUII investigations.” The citizen also commented that they were “very impressed with the quality” of the officer and to have the officer serving in the community.
- A citizen commended an officer for their assistance after a possum had been hit by a vehicle. The possum was trying to still move, but was heading to the area back towards oncoming traffic. The citizen was making sure the animal did not move any further and was attempting to have wildlife rescue pick-up the injured animal. When she was not able to make contact with wildlife rescue with the phone numbers received from dispatch, the officer arrived. The citizen stated that the officer was "so helpful." The officer had grabbed a box and placed the possum in the box so that it could be taken to wildlife rescue. The possum did end up surviving.
- A citizen commended officers for their assistance during a recent civil standby incident requiring the citizen to pick up his son's belongings at the apartment complex where a previous assault incident had occurred with his son's roommates. The citizen commented that the officers were "fabulous, kind, and understanding." The citizen also stated, "They diffused what probably would have been a pretty nasty situation." The citizen was very pleased in the officer’s actions in regard to the sensitivity and trauma that the citizen was undergoing after all that had happened. The citizen stated that both officers were "honorable and decent men." When the citizen went into the apartment to pick up his son's belongings, the officers ensured the roommate was not a disruption by ensuring the roommate stayed on the couch while the citizen was moving belongings out of the apartment. The citizen commented, "Having the officers there made a huge difference."

October 2014

The Eugene Police Department received 30 commendations from citizens in October, 2014.

Below is a sample of those commendations.

- Officers were commended by the Bethel School District Superintendent, praising them for the "tremendous effort put forth to train Bethel School District employees on procedures dealing with an armed intruder." The superintendent stated, "We have more than 6,000 students, volunteers and staff members in our school every day. Today they are all a little safer." The Mayor of Eugene also commented, "I appreciate this praise for EPD. Most of all I appreciate this very professional effort to protect our children in our schools. I am sure I speak for all of us when I say well done. You make us proud of our department as part of our city."
- The Chief of Police, from a police department in Washington, commended an officer for his professionalism and the representation of EPD that he displayed while conducting a background investigation for a new department hire. He stated, "We frequently interact with allied jurisdictions in the personnel process and the appearance and professionalism was significantly above the norm."
- A citizen commended an officer for his efforts and exemplary quality of service that he showed in trying to locate a stolen phone for his daughter. The citizen stated, "While he could have easily avoided this effort in light of all his other responsibilities, he nevertheless invested significant time and energy assisting me in attempting to recover the stolen property."
- An officer was commended for the assistance he provided in recovering stolen property that had been taken during the burglary of an Apple employee. The citizen expressed his appreciation and was impressed with the officer's "enthusiasm, professionalism, and desire to provide the highest level of customer service."
- A citizen commended an officer for his actions involving a call about an illegal camper near Skinner Butte Park. The citizen thanked the officer and stated that he was "pretty impressed" by the service he displayed. The officer placed a notice on the illegal camper's tent and by the next day, the camper was gone. His actions were very effective and the citizen expressed his gratitude on the return call that he'd received, stating that it was "great follow-up!"

- Officers responded to the request for assistance at Center Point School due to a student having assaulted another student, causing minor injuries to the other peer's face. The officers interviewed the victim and then took the time to speak with the aggressor, despite not being able to pursue criminal charges at the time. The citizen stated that she was “impressed” with the officers’ support and assistance. The citizen commended the officers’ “active listening skills” and how they offered “professional thoughts, thoroughly explained his options, and showed empathy toward the victim.” She stated they demonstrated an “excellent balance between being firm, yet showing care while talking with the aggressor about the seriousness of his behaviors.” The citizen was very appreciative of the continued positive partnership with the Eugene Police Department.
- A citizen picked up a firearm from the Evidence Control Unit that she had tried to send in her checked baggage while flying out of Eugene. She did not realize that she could not place a non-functioning firearm in her luggage. She commended an officer and was very impressed on his handling of the situation. She stated that the officer then went “above and beyond” and made sure she made it to her flight safely and in a timely manner. She wanted to make sure that the word was “passed on” and that it gave her a “wonderful impression of Eugene and the Eugene Police Department.”
- A citizen commended officers for their efforts in assisting the OPOA present the “Effective Search Warrant Writing” training at the Emergency Services Facility. The citizen stated that it “helped make the class a great success!” The officers were “accommodating and responsive” to all her questions and needs. The citizen commented that the officers “represented the Eugene Police Department well.” She also commended them for being very helpful with items that needed attention throughout the day of class. She commented, “The facility suited our needs perfectly.”
- A citizen commended officers for exceeding his expectations in their positions as airport Law Enforcement Officers. The citizen stated, “They support the agency, me, and my employees with a phenomenal attitude, all the while exuding professionalism at every turn. I have worked at numerous airports over the last few years and these two Officers in particular are a cut above the rest.” The citizen also commented, “I just wanted to let you know how much of a pleasure it is to work with them on a daily basis. Thank you for your continued effort keeping us safe at Eugene Airport.”
- An officer was commended for her actions in assisting the runaway of a student from Center Point School. The student presented cognitive deficits, did not know the local area and had never before left the school. Because of these and other contributing

factors, the school was concerned. The citizen stated that the officer was “extremely helpful.” She commented that the officer “remained patient throughout updates about our own attempts to locate the student. Most importantly, she took our information about the student's potential to provoke an aggressive response from the police quite seriously.” She appreciated the Eugene Police department's continued positive partnership with their program.

- A citizen commended officers on the outstanding job they did in dealing with a recent shoplifting incident at his store. The citizen was very impressed with their understanding of the situation and the way they treated both the store employees and the shoplifter with dignity and respect. He commented that both officers did a "spectacular job." He also stated that the officers "handled the situation super-well."

September 2014

The Eugene Police Department received 17 commendations from citizens in September, 2014. Below is a sample of those commendations.

- A pair of downtown residents thanked EPD for "all your care, concern, good listening, and wonderful outcomes! We have been positively impressed by every EPD officer who has helped us along the way, we wish we could thank them all individually again."
- The reporting party appreciated the actions of an officer that responded to an alleged automobile accident dispute. The reporting party stated that the officer handled the situation very well and was very professional. The reporting party also praised the officer by stating he was a "very nice gentleman".
- The reporting party commended EPD and expressed their family's gratitude for the exemplary police work during a rape/kidnapping/assault case.
- A citizen commended an officer during a patrol check for prohibited camping. The citizen stated that the officer did an excellent job, was very professional, and gave him good tips on ways that he could improve his current situation.

- An officer responded to a traffic crash, where the citizen involved required medical attention. The officer followed up with the citizen at the hospital after the accident. The citizen was very appreciative of the officer's help and follow through. The citizen stated, "I just wanted to let a supervisor know how wonderful he is."
- RP posted on Facebook: "This afternoon an officer stopped his vehicle to talk to my son and his friend, while they were playing in front of the house. It just happens that today was my son's 5th birthday. The officer was really nice and gave the kids stickers. He also offered to let my son sit in the car for a photo. Then he drove away singing "happy birthday" on the car's PA. It was super fun and made my son's day. I've attached a couple of pictures so you can find the officer and let him know that he made this kid's day pretty special!"
- The reporting party commended a member of the volunteer Senior Patrol Team for notifying her in regards to their vehicle being left at risk during a recent crime prevention monitoring exercise near Spencer Butte. The reporting party thanked the volunteer for the letter of notification and stated, "This is how I like to think of my Police Dept. and has almost always been my long-term experience of the EPD."
- The reporting party appreciated an officer for his demeanor and professionalism during a recent ride-a-long. The reporting party stated that the officer's "caring showed in your interactions with all those you came into contact with during your shift. The department is fortunate to have someone of your caliber on the force."
- A citizen expressed their sincere appreciation to an officer that was very courteous as he was driving for work purposes. The officer was merging onto Beltline East at River Road so I backed off to let the officer merge. The officer rolled down his window & waved to say "thank you". The citizen stated, "That really made my day since so many people these days never bother to say thank you. I thought it was very kind of him to take the time to acknowledge that I had let him in and that he was not putting himself "above" the rest of the vehicles on the road."

August 2014

The Eugene Police Department received 23 commendations from citizens in August, 2014. Below is a sample of those commendations.

- The reporting party appreciated an officer's "civil, reasoned" handling of a "disturbed" man who had been talking with him. The reporting party was very impressed.
- An officer encountered several boys at a local park, and allowed them to "check out" his car and belt. The mother of one of the boys reported that the officer "made a very positive impression," and as a working mother who knows her son has a lot of unsupervised time, she was very grateful.
- Two citizens left postings on EPDs Facebook page expressing their appreciation for the speedy and successful response when a friend, who was suicidal, went missing: "thank all of you guys for finding our friend... and taking him to get help!"
- RP posted on Facebook: "Today, I witnessed an act of policing which turned my world upside down. Officer... demonstrated a sophistication and sensitivity with regard to dealing with 'T' which spoke not only of a vast degree of experience, but a core humanity profoundly uncompromised (sic) by the assumption of authority. I don't know if I have ever witnessed so clearly how gentleness and wisdom mark the apex of truly effective peacekeeping."
- The reporting party commended EPD's response in a situation with an illegal camper: "This person was a magnet for many people and behaviors that resulted in my family feel (sic) threatened and uncomfortable in our home. We interacted with about 6 police officers over the course of a few days prior to this person's car being towed. All of the police officers were professional, respectful, responsive, and competent. I feel grateful for this and wanted to let you know what a great team you have."
- A young woman and her grandmother wrote to thank an officer for intervening in "a very serious and threatening situation in our lives" involving the young woman's father. The young woman reported, "Since everything has been cleared up, there has (sic) been no phone calls and no one has showed up. You were the first and only person to have ever put my dad in his place.... I don't know where I would be right now if it hadn't been for you."

- The reporting party commended an officer's demeanor toward a child who was present at a warrant arrest. The officer was very "respectful and kind" as well as careful with his words. The child was never scared or nervous about what was happening. The reporting party said, "He just really made a bad situation easy to deal with" and "...it just gave me faith in the department."
- The reporting party commended an officer for his assistance during a traffic accident: "he was so calm and sweet and professional and just took care of everything."
- The reporting party was the victim of a theft and commended the responding officer, who was: "profoundly professional and compassionate." The reporting party also appreciated receiving a follow-up update the next day: "He was a lot of help and a really good guy."

July 2014

The Eugene Police Department received 38 commendations from citizens in July, 2014. Below is a sample of those commendations.

- The reporting party commended officers for their outstanding professionalism when investigating a burglary/theft by a cleaning staff person at a rental. The reporting party described the officers as "extremely professional, great to the students (victims), patient, gentle and kind" with the victims and with the suspect who was arrested during the investigation.
- The reporting party commended two officers for their dedication to duty, teamwork and excellent use of tactics and skill while making an arrest in front of his home. He also appreciated that one of the officers took the time to briefly explain what was going on.
- The reporting party appreciated an officer's speedy and effective response in a 'scam' in which she and her partner lost nearly \$700. Thanks to the officer's efforts they were able to recover the money. She also appreciated his demeanor: "He didn't do anything to make us feel like we were stupid," and his appropriate sense of humor, which helped her and her partner feel better about the situation.

- The reporting party called to thank "the cop who got me for Open Container" for keeping the experience "very positive."
- The reporting party commended the officers responding to a traffic accident in which she was involved. It was her first accident and her infant was in the car, but all the officers were "very nice and calm and they helped us in every aspect that we needed."
- A local business owner appreciated EPD's response to a burglary: "I found out that one of our staff had failed to lock the front door when leaving for the evening. The young man in custody stumbled into our unlocked door and decided it would be a good idea to try on sunglasses... [an officer] told me the young man was very cooperative, intoxicated, and made a very bad choice...I would like to thank [the responding officers] for their quick response, and their kindness and compassion. Not only did they serve me, but this young man as well!"
- The reporting party wished to thank the "awesome support team" of EPD officers who assisted her through the investigation and trial process for an incident in which she was victimized. "It was a horrible experience [but the officers were] incredibly supportive and professional and just amazing human beings."
- The reporting party was very grateful for increased police presence and action in a local park and its immediate neighborhood. EPD's presence had a significant effect on the gang activity that used to take place there. She was very much afraid for her kids, especially her son who was being solicited to deal drugs, but she hasn't seen any gang presence there for more than a week.

June 2014

The Eugene Police Department received 34 commendations from citizens in June, 2014. Below is a sample of those commendations.

- The reporting party submitted a commendation for an officer. "I found Officer ... to be polite, professional, reasonable and responsive. It is reassuring that the Eugene Police force has Officers of his distinction."

- A member of a partner agency commended an officer for a "stellar investigation" and an "excellent, lengthy report" which enabled her to procure significant prison time for the perpetrator in "a very difficult DV case."
- The reporting called to commend the responding officers for their timely and delicate handling of an incident at her workplace. Adding complexity to the call was the fact that the subject's alleged abuser was also on the premises.
- The reporting party commended a School Resource Officer for their patience in slowly building a trusting relationship over time. The officer also gave the reporting party help and advice related to a personal situation and "took interest in my well-being." The reporting felt her interactions with this officer had changed her attitude about law enforcement and likely would do the same for others.
- The reporting party observed officers as they handled a disorderly subject near her home: "I heard a man screaming expletives at the police and calling them every mean name you can imagine. It was awful. What a crazy, thankless job!!! I don't know what the man was doing, but I'm so thankful they took him away!"
- A citizen thanked an employee for their assistance in handling a missing person report. "I am profoundly grateful that I live in a city that has such deeply committed forces to help and serve their community."
- The reporting party thanked an officer for intervening when her dogs got away from her: "I had neighbors watching me and I was calling for help (I was on foot) and not one of them responded to help. It may not seem like much to others but I was praying that someone would help me and [the officer] was there. For that and all of the work the EPD does, thank you."
- The reporting party appreciated an officer's demeanor during a traffic stop: "The lesson that I learned was the officer was able to see beyond my poor attitude and give a person break that I did not deserve. More importantly, he was calm, respectful, and one who choose to listen, as opposed to just talk. EPD truly has a great police officer. He is very professional, and a very good listener."